

DISASTER RECOVERY PLAN

Time Warner Cable, as part of normal business operations, has a fully comprehensive business continuity program. This program includes:

Corporate Governance: The business continuity program is reviewed and approved on an annual basis by senior executives and the board of directors. All operations are required to maintain a formal business continuity plan that is in compliance with Time Warner Cable policies. Approved templates from the corporate business continuity office must be utilized. The business continuity office oversees and monitors compliance of the program. Internal audit groups review the program to ensure compliance.

Planning: Location and operationally based hazard plans cover the entire Time Warner Cable enterprise.

They include:

- Emergency Procedures for both natural and manmade events
- Crisis Management, which includes teams that are representative of each operation.
- Disaster Recovery for Technology.
- Business Continuance, which transitions the business back to normal operations.

Testing: All plans are required to be tested on an annual basis. Table top exercises are developed by the business continuity office and are used by the plan coordinators. Component testing is also conducted for technology applications and process.

Post Mortem Analysis: Formal post mortem analysis is required to be completed after actual events and testing. A review of what worked well and what needs attention is required. All areas requiring attention are assigned to subject matter experts for remediation.

Business Impact Analysis (BIA): Formal BIA is required for each plan and is required to be updated on a bi-annual basis or whenever changes in business occur.

Risk Assessments: Risk assessments are required for each Time Warner Cable location. Plans are developed to either mitigate the risk or fully remediate them.

All DIR customers carry with them a higher level of response from TWC as part of our commitment to this contract and in addition to this, DIR customers that require a higher level of prioritization can utilize the TSP Program for any of their TWC provided Circuits. In the event that a Disaster Recovery situation arises, TWC will provide a report to the DIR that summarizes what occurred to cause the activation, what steps TWC personnel took to address this situation and provide an end result as to how operations were maintained during this event.